

COMMUNITY RESPONSIBILITIES FOR MAKING NEIGHBORHOOD POLICING WORK IN SAN DIEGO: A RESOURCE GUIDE FOR INDIVIDUALS, COMMUNITY GROUPS, AND BUSINESSES

San Diego Police Department
Neighborhood Policing Resource Team
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The San Diego Police Department (SDPD) is committed to working in a problem-solving partnership with individuals, community groups, and businesses, as well as with schools, hospitals, religious groups, private organizations, and other government agencies to fight crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on community crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. All elements of the City have responsibilities to fulfill.

A great deal has been written on police responsibilities in Neighborhood Policing. This document focuses on community responsibilities in Neighborhood Policing, i.e., those of individuals, community groups, and businesses. Relatively little has been written on this aspect of Neighborhood Policing. The responsibilities of schools, health care providers, religious groups, private organizations, and other government agencies that deal with public health, safety, welfare, housing, criminal justice, etc. are also critical; however, they are beyond the scope of this document.

Eleven community responsibilities are defined and discussed in this document. The topics considered in each are outlined in the Table of Contents.

This guide is published as part of the SDPD's continuing efforts to promote Neighborhood Policing. It is also available in the Crime Prevention and Education section of the Department's website at **www.sandiego.gov/police**. Any comments or concerns should be directed to:

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SUMMARY

The San Diego Police Department (SDPD) is committed to working in a problem-solving partnership with individuals, community groups, and businesses to prevent crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on neighborhood crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. Both the police and the community have many responsibilities to fulfill. Police responsibilities in Neighborhood Policing have been discussed in other publications. This publication highlights the responsibilities of community members, which are summarized below.

VOICING CONCERNS ABOUT CRIME AND DISORDER PROBLEMS

Don't wait until crimes occur, accidents happen, or problems get out of control. Raise your concerns within your community, with the Community Relations Officer (CRO) at your local SDPD Area Station, or with the Police Service Officer (PSO) at your local SDPD Storefront or Satellite Office.

REPORTING AND PROVIDING INFORMATION ABOUT CRIMES AND SUSPICIOUS ACTIVITIES

For reporting purposes, crimes are considered as either emergencies or non-emergencies. You should report emergencies by calling **911**. These include crimes that are in progress or about to happen, and ones that have resulted in serious personal injury, property damage, or property loss. Other criminal and suspicious activities are considered as non-emergencies and should be reported to the SDPD at **(619) 531-2000** or **(858) 484-3154**, or to the appropriate SDPD unit or other agency with primary responsibility. Reports of suspicious persons, activities, vehicles, etc. for terrorism prevention may be either emergencies or non-emergencies.

To provide information about a crime that is under investigation, call the detective handling the case. If you do not know the detective's name, call your local SDPD Area Station and ask to speak with the detective assigned to the case. If you think you might have information concerning a serious crime or felony suspect and you don't want to "get involved," call Crime Stoppers toll free at **(888) 580-8477**.

REPORTING OTHER PROBLEMS AND INCIDENTS

The SDPD is not responsible for dealing with all of the problems and incidents that affect public health, safety, and welfare, although in many cases it works with other agencies in addressing them. Problems involving graffiti, litter, animals, unsafe street conditions, certain municipal code violations, neighborhood nuisances, abandoned shopping carts, suspected child and elder abuse, and lost persons with Alzheimer's disease should be reported to the agencies that have the primary responsibility.

HELPING TO CONVICT AND PUNISH CRIMINALS

If you are a crime victim or witness you have a civic duty to testify in court to help convict and punish criminals. Criminals cannot be prosecuted in many cases if community members fail to fulfill this responsibility. After the criminal is convicted, community members involved in the case can appear before the judge at the sentencing hearing to show support for the victim and make suggestions for appropriate punishment.

You can also make a citizens' arrest of a person suspected of committing a crime. Reasonable force can be used to hold that person until a police officer arrives. However, you should never get involved if your safety might be at risk. It is often better to get good descriptions of any persons and vehicles involved, call the SDPD immediately, and offer your assistance in identifying and prosecuting the suspects.

GETTING HELP WITH PERSONAL AND FAMILY PROBLEMS

If you have personal or family problems that you cannot handle by yourself, you have an obligation to get help before the problems get out of hand and cause further difficulties. You can now call **211**, the new 24/7 national dialing code for information and referrals about community, health, and disaster services. Information is available on addictions, child care, clothing, counseling, domestic violence, employment, food, housing, legal assistance, parenting, senior services, sexual assault, shelters, youth and teen services, and many other topics. This information is also available online at **www.211SanDiego.org**.

Help in conflict resolution can be obtained from various mediation services. Persons who are victims or witnesses of crimes can get help from the San Diego County District Attorney's Victim/Witness Assistance Program at **(619) 531-4041**. Information on City services can be obtained by calling **(619) 615-6111**, an automated system that provides recorded answers 24/7 to the most frequently asked questions.

EXERCISING PARENTAL AUTHORITY

Good citizenship begins at home. As parents and guardians you bear the primary responsibility for the actions of your children. You must set good examples for your children at home and in the community, teach morals and values, provide a safe home environment, make sure that your children get a good education, direct your children into constructive activities, be involved in their activities, make your children responsible and accountable for their actions, etc.

Nonetheless, children can be influenced by peer pressures and pick up bad behavior outside the home. You must learn to recognize signs that indicate your child may be involved in gangs, drug and alcohol abuse, graffiti vandalism, and other problems, and deal with them as early as possible. You must also make sure that your children abide by the curfew law, attend school, drive safely, stay away from guns, etc. If you cannot deal with these problems on your own, you can get help and referrals from the Juvenile Services Team at your local SDPD Area Station.

Parents and guardians who fail in these responsibilities may be legally liable in various ways for the acts of their children. They may be charged with contributing to the delinquency of a minor, and held liable for restitution, fines, penalties, and civil damages.

EMPLOYING CRIME PREVENTION MEASURES

A great deal of crime prevention material is available at no charge at the local SDPD Storefronts and Satellite Offices. Pamphlets are available on home security, vehicle security, vacation safety and security, personal safety and security, senior safety and security, preventing crimes against businesses, preventing fraud and identity theft, reporting crime and suspicious activities, reporting suspicious activities for terrorism prevention, reporting disorder and other problems, obtaining crime information, dealing with homeless people, and starting a Neighborhood Watch program. Much of this information is also available in the Crime Prevention and Education section of the Department's website at **www.sandiego.gov/police**. The SDPD is responsible for making this material available. It is your responsibility to obtain and employ it. Other crime prevention services that the SDPD provides include home and business security inspections, speakers on crime prevention for community meetings, and landlord training. You can request these by calling your local storefront or satellite office, or the Neighborhood Policing Resource Team at **(619) 446-1017**.

KNOWING ABOUT CRIME AND DISORDER IN YOUR NEIGHBORHOOD

A first step you can take in addressing and solving crime and disorder problems in your neighborhood is to become informed about the kinds, frequencies, and locations of such incidents. A great deal of statistical and graphical information about crime by neighborhood is now available on the Internet. Residence locations of registered sex offenders are also available. City public libraries have some summary statistical information as well as computer terminals for Internet access. Although comparable information on disorder is not available, the existence of graffiti, litter, abandoned vehicles, and other code violations should be obvious to concerned residents.

ADDRESSING AND SOLVING COMMUNITY PROBLEMS

Individuals, community groups, and businesses can address and solve many types of crime and disorder problems on their own or jointly with the SDPD. Examples are given in this section to show how rental property owners and managers can stop illegal activities on their properties, tenants can improve the security and habitability of their rental units, community groups can clean up litter, trash, and pollution, etc. Communities can also take action against some of the root causes of crime by boycotting and picketing uncooperative businesses and landlords, and by holding job fairs and community events.

VOLUNTEERING SERVICES

The SDPD has many opportunities for you to do volunteer work in its Volunteers in Policing (VIP), Retired Senior Volunteer Patrol (RSVP), Crisis Intervention, Cadet, Reserve Officer, and Intern programs. You can also participate in community organizations such as Neighborhood Watch that are recognized and supported by the SDPD, as well as in various youth programs and groups that deal with specific problems.

COMMENTING ON SDPD PERSONNEL PERFORMANCE IN NEIGHBORHOOD POLICING

You can provide a useful service by providing comments, favorable as well as unfavorable, on the performance of SDPD personnel in their practice of Neighborhood Policing. These comments should be directed to the Division Captain at your local SDPD Area Station.

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I. INTRODUCTION

The San Diego Police Department (SDPD) is committed to working in a problem-solving partnership with individuals, community groups, and businesses to prevent crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on neighborhood crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. Both the police and the community have many

responsibilities to fulfill.

II. POLICE RESPONSIBILITIES

Police responsibilities in Neighborhood Policing include:

- Participating in community groups and activities
- Listening to community concerns
- Prioritizing, addressing, and solving certain community problems
- Helping the community address and solve other problems
- Establishing and supporting crime prevention programs
- Responding to calls for service
- Investigating crimes
- Apprehending those who commit crimes
- Helping to convict persons charged with crimes
- Providing various other police services

A great deal has been written on police responsibilities in Neighborhood Policing. This document focuses on community responsibilities in Neighborhood Policing, on which relatively little is available.

III. COMMUNITY RESPONSIBILITIES

Community members, groups, and businesses are responsible for:

1. Voicing concerns about community crime and disorder problems
2. Reporting and providing information about crimes and suspicious activities
3. Reporting other problems and incidents
4. Helping to convict and punish criminals
5. Getting help with personal and family problems
6. Exercising parental authority
7. Employing crime prevention measures for personal, family, property, and business security
8. Knowing about crime and disorder in your community
9. Addressing and solving certain community problems
10. Volunteering services to police and other community groups
11. Commenting on SDPD personnel performance in Neighborhood Policing

This document provides information to help individuals, community groups, businesses, property owners, and others fulfill these responsibilities.

1. VOICING CONCERNS ABOUT PROBLEMS

Don't wait until crimes occur, accidents happen, or crime and disorder problems get out of control. Raise your concerns within your community or directly to the SDPD.

a. In the Community. Speak up at community planning board, community council, PTA, church group, political action group, and other community group meetings. Also participate in political rallies and debates, City Council hearings, etc.

b. To the Police. Call the Community Relations Officer (CRO) at your local SDPD Area Station to discuss your concerns and to obtain the names of community groups and persons in your community to contact about your concerns. You can also contact a Police Service Officer (PSO) at your local SDPD Storefront or a Volunteer in Policing (VIP) at a local SDPD Satellite Office. The table on the last page gives the addresses and phone numbers of the SDPD's Area Stations, Storefronts, and Satellite Offices. If you have concerns about matters outside your community, call the CRO at the appropriate SDPD Area Station.

2. REPORTING AND PROVIDING INFORMATION ABOUT CRIMES AND SUSPICIOUS

ACTIVITIES

Reporting crimes and providing information about crimes in a timely manner are responsibilities of individuals. For reporting purposes, crimes are considered as either emergencies or non-emergencies. Emergencies should be reported by calling 911. These include crimes that are in progress or about to happen, and ones that have resulted in serious personal injury, property damage, or property loss. Other criminal and suspicious activities are considered as non-emergencies and should be reported to the SDPD or other agencies on other phone numbers, as discussed in Sec. 2.b. Reports of suspicious persons, activities, vehicles, etc. for terrorism prevention may be either emergencies or non-emergencies, as indicated in Sec. 2.d.

Persons witnessing and calling to report crimes are routinely asked for their names, addresses, and phone numbers. This is done so that they can be contacted later if necessary during the investigation of the crime. Witnesses desiring to remain anonymous should request that the officers responding to the call not contact them. Even if contacted later by a detective, the identity of the caller will not be revealed to anyone involved in the crime. In this sense, reports of crimes are treated as confidential and the identity of the caller is protected. However, if the case goes to trial, the report could be released to the prosecuting agency and under the rules of discovery, to the defense. It could also be subpoenaed in a civil trial. And you may be called to testify in court. (See Sec. 4.a.1 for a discussion of the responsibilities of individuals to testify in court to help convict and punish criminals.)

The ability of the police to locate and arrest criminals often depends on the thoroughness and accuracy of the report you submit. The following information checklist should be used for reporting both emergency and non-emergency crimes:

- Type of crime
- Location: exact street address and nearest cross street
- Time of occurrence
- Weapons used
- Number of persons injured and types of injuries
- Vehicle information: type, license number, color, year, make, model, unusual characteristics (e.g., dents, bumper stickers), number of persons, etc.
- Suspect information: race, gender, age, height, weight, hair color, hair length and style, eye color, facial hair, clothing type and color, other characteristics (e.g., tattoos, missing teeth, scars, glasses), direction of flight, etc.

a. Emergencies. Emergencies include crimes that are in progress or about to happen, and ones that have resulted in serious personal injury, property damage, or property loss. They also include situations in which the suspect may still be at the scene and some suspicious activities. By calling **911** you will be linked to the appropriate police as well as fire fighting, medical, and ambulance services. You don't need money to call **911** from a pay phone.

When reporting an emergency be prepared to give an accurate description of what your emergency is and your location, especially if you are calling from a mobile cellular phone. The dispatcher has no way of knowing where you are if you are using a cellular phone unless you have an E911-ready phone that provides location information based on a Global Positioning System (GPS). But even then the response will be faster if you provide your location. (People with cell phones need to check with their vendor to determine if their phones are E911 ready. All new phones have a GPS capability but must be activated to work in that capacity.) Otherwise the dispatcher can determine the street address and apartment or condo unit only if you are calling from a fixed/wire line phone. If you are calling from a gated community or a controlled-access building, be sure to give the dispatcher the gate or door access code. Answer the dispatcher's questions about the emergency and don't hang up until you are told. With just the address, if the line is disconnected or the caller cannot speak, an officer will still be dispatched.

911 calls on cellular phones have increased dramatically over time and are currently overloading the dispatchers who receive these calls. It is estimated that nearly 60 percent of these calls are either accidental or for non-emergencies. Time spent handling these calls prolongs response times for real emergencies. Accidental calls can be reduced by disabling the phone's auto-dial **911** feature. **911** calls other than those involving crimes should be

limited to life-threatening situations to which emergency personnel have not yet responded. For example, a parked vehicle not blocking traffic lanes is not considered an emergency; it should be reported on a non-emergency line. Please make note of the non-emergency numbers, which are **(619) 531-2000** and **(858) 484-3154**, and add the appropriate one to your cellular phone directory.

Some examples of crime emergencies that should be reported by calling **911** are:

- Fights, sexual assaults, etc.
- Homicides
- Burglaries and robberies in progress
- Flashlight beam in a business or home, especially if the business is closed or the residents are away
- Domestic violence
- Child and elder abuse
- Sounds of gunshots, screaming, barking dogs, breaking glass, explosions, alarms, etc.
- Hit and run accidents with possible injuries
- Vehicles containing weapons or property not normally kept in vehicles
- Ongoing dumping of fuel or other hazardous substances
- Road hazards that require immediate attention to prevent personal injuries and property damage
- Graffiti and other acts of vandalism in progress
- Runaway juvenile or missing person who needs special care -- be sure to tell the dispatcher if the person needs medication and has a special problem, e.g., Alzheimer's disease

Persons seen doing the following should also be reported by calling **911**:

- Driving under the influence of alcohol or drugs
- Entering a neighbor's home when the neighbor is away
- Forcing an entry of a home, business, or vehicle
- Exhibiting unusual mental or physical symptoms that poses a threat to him/herself or others
- Removing property from a business, home, or vehicle, especially if the business is closed or the residents are away
- Carrying or wearing bloody clothing
- Struggling with a resisting child
- Trying to or actually using a vehicle to pick up a person by force, especially a child or female

Parents can use the following safety tips to teach their children the proper way to use **911** to report emergencies:

- Never say "nine eleven." There is no eleven on a telephone keypad or dial. Always say "nine-one-one."
- Always call from a safe place. If there is a fire in the house, get out first and then call.
- Post your address near the phone.
- Never call **911** as a prank or joke. You can get into trouble and keep someone who really needs help from getting it in time.
- **911** is not for animal emergencies. Call your vet or the County Department of Animal Control at **(858) 278-9760**.
- Call **911** if you think you have an emergency and explain the situation to the dispatcher.
- If you call **911** by mistake, don't hang up. Explain the mistake to the dispatcher and say there is no emergency.

b. Non-emergencies. These can be reported to the SDPD or to the law enforcement agency with primary jurisdiction.

1- San Diego Police Department. The SDPD's 24-hour numbers for non-emergency calls and general information are **(619) 531-2000** and **(858) 484-3154**. **Crimes and suspicious activities that fall into this category are: (a) those that don't involve serious personal injury, property damage, or property loss; (b) ones in which there is no possibility that the suspect is still at the scene or is likely to return to the scene; and (c) ones for which an immediate response is not needed.** If there is any doubt as to whether the situation is

an emergency, it is always better to be on the safe side and call **911**.

The SDPD response to non-emergency calls will depend on the relative seriousness or priority of the situation, the likelihood of making an arrest at the scene, and the availability of an officer. Response times are the longest for so-called "cold crimes" like home burglaries where the perpetrator has fled the scene, no suspects exist, and the victim is in no further danger.

Some example situations that may not be emergencies are:

- Home and business burglaries in which the suspect is gone from the scene
- Open or broken doors or windows in businesses or homes, especially if the business is closed or the residents are away
- Stolen checks and credit cards -- also call the financial institutions involved to have them stop payments of checks and verifications of charges
- Impersonation and stolen identification, e.g., drivers license
- Auto theft and vandalism
- Hit and run accidents with no injuries
- Minors violating curfew
- Loud parties -- the person calling must be willing to sign a complaint
- Road hazards that don't require immediate attention
- Past instances of graffiti or other vandalism
- Past instances of child or elder abuse
- Runaway juvenile or missing adult who does not need special care
- Car or building alarms
- Underage drinking
- Accumulations of consumer goods, especially in good condition and not in use in homes, garages, and storage areas

Persons seen doing the following may not be emergencies:

- Disturbing the peace, i.e., loitering, panhandling, noise making, and harassing others
- Soliciting without a license, not displaying a valid registration card, or operating between the hours of 9:00 p.m. and 8:00 a.m.
- Going door-to-door, or into side or back yards in a residential area
- Loitering near a business or home, especially if the business is closed or the residents are away
- Loitering near schools or parks
- Looking into parked vehicles
- Running other than for exercise
- Carrying property at an unusual time and place
- Entering and leaving property on daily or regular basis, or in large numbers, especially at night
- Drunk in public but not in any immediate danger
- Exhibiting unusual mental or physical symptoms but not a danger to themselves or others
- Offering goods for sale at ridiculously low prices
- Making a quick change of vehicles

Vehicles seen doing the following may not be emergencies:

- Moving slowly, especially without lights at night, in aimless or repetitive manner, or near schools or parks
- Parked and occupied at an unusual time or place
- Parked for more than 72 hours, possibly abandoned, or otherwise parked illegally on city streets
- Parked on city streets but cannot be operated safely thereon because of a missing part or piece of equipment
- Being dismantled or repaired, especially at night or in a parking lot, garage, or non-business location
- Being used for business transactions, especially near schools or parks

- Being driven in an erratic manner

If you observe multiple incidents at a particular location that you want the SDPD to investigate you can fill out a CRF (Citizens Request Form) at any SDPD Storefront, Satellite Office, or Area Station. The addresses and phone numbers of these facilities are in the table at the end of this paper. Or you can fill out and submit the request form online at <http://www.sandiego.gov/police/forms/index.shtml>.

You can also report non-emergency situations and suspicious activities directly to some investigative units during normal business hours if you have enough information for the unit to start an investigation. Units that will take calls directly are listed in the government pages of the phone book. Other numbers that you can call are listed below:

- **Neighborhood Policing Resource Team.** Call **(619) 446-1017** to report public pay phones that are being used by persons loitering or involved in prostitution, drug dealing, graffiti, and other nuisances.
- **Gangs.** Call **(619) 531-2847** to report threats by known gang members, gang activities, and gang-related graffiti. Call **(619) 531-2532**, the 24-hour gang hotline, to provide information on incidents of gang violence. Your call can be anonymous, or you can leave your name for a detective to call back.
- **Traffic.** Call **(858) 495-7800** regarding recurring violations of traffic laws at specific locations, e.g., speeding, running red lights and stop signs, etc. Because such violations are classified as infractions and must be witnessed by a police officer before any enforcement action can be taken, the SDPD cannot act on complaints of specific violations by an identified vehicle. However, in the case of misdemeanor violations, e.g., reckless driving and hit-and-runs, enforcement action can be taken if a private person witnesses the incident and can identify the driver or the license number of the vehicle, as discussed in Sec. 4.a.2.

In 1998 the SDPD formed a STOP (San Diego Traffic Offender Program) team to deal with the growing problem of persons driving with revoked or suspended licenses. The team sets up checkpoints and takes reports from the public. Call the STOP team at **(858) 495-7830** to report persons driving with revoked or suspended licenses.

- **Vehicle Abatement.** Call the SDPD Vehicle Abatement Office at **(858) 495-7856** regarding abandoned, wrecked, dismantled, or inoperative vehicles or vehicle parts on private property (not yours) if they are not lawfully stored thereon. Call the SDPD at **(619) 531-2000** or **(858) 484-3154** regarding any such vehicles or parts on city streets or public property. The vehicles will be inspected and steps will be taken to have them removed if they are in violation of the law.
- **Vice.** Call **(619) 531-2452** regarding prostitution, pornography, gambling, and violations of laws regulating police-licensed businesses, which include cabarets, card rooms, dance halls, massage parlors, "adult" entertainment establishments, swap meets, pawn shops, etc. For complaints against stores, bars, and restaurants that hold an Alcoholic Beverage Control (ABC) license and sell alcoholic beverages regarding sales to minors, and vandalism, noise, loitering, litter, urination, rowdy behavior, etc. outside the establishments, call the Vice Unit ABC Hotline at **(619) 515-2777** or fill out a complaint form online at <http://www.sandiego.gov/police/forms/index.shtml>.

2- Other Law Enforcement Agencies. Crimes and suspicious activities of which the SDPD does not have jurisdiction should be reported directly to the proper agency. An exception to this is when the crime is in progress when you should call **911**. The SDPD will notify the responsible agency. The phone numbers and jurisdictions of other law enforcement agencies for non-emergencies are given below:

- **California Highway Patrol.** Call **(858) 637-3800** to report highway non-emergencies such as accidents, parked vehicles not blocking traffic lanes, and graffiti on freeway signs, over-crossings, and bridge pillars. Use **911** to report highway emergencies such as reckless driving, hit and runs, and vehicles blocking traffic lanes.
- **FBI.** Call **(858) 565-1255** regarding bank robberies and fraud, kidnapping, extortion, terrorism, espionage,

interstate theft, and computer and telemarketing fraud. Call **(877) 662-7423**, a 24-hour toll-free hotline, to report corruption among local, state, and federal officials. For more information visit the FBI website at www.fbi.gov.

- **San Diego City Attorney.** Call the Consumer and Environmental Protection Unit at **(619) 533-5600** Monday through Friday from 9 to 11 a.m. and 1 to 3 p.m. to report consumer fraud, illegal disposal of hazardous substances, etc. Call the Public Integrity Unit at **(619) 235-5888** Monday through Saturday from 7 a.m. to 7 p.m. to report instances of fraud, waste, or abuse of city funds or resources by city employees or others. This unit also investigates violations of state and federal campaign laws in city elections.
- **San Diego Storm Water Pollution Prevention Program.** Call the *Storm Water Hotline* at **(619) 235-1000** to report dumping of fuel or other hazardous substances in city storm drains.
- **San Diego County District Attorney.** Call the Real Estate Fraud Subdivision at **(619) 531-3552** if you suspect you are a victim of real estate fraud.
- **San Diego County Sheriff.** Call **(858) 565-5200** regarding non-emergency situations and persons outside the City but still in the County.
- **U.S. Border Patrol.** Call **(619) 662-7321** regarding activities of illegal or suspected undocumented persons. Information about the San Diego sector is available on the Internet at www.usbpd.com.
- **U.S. Post Office.** Call the Postal Inspector at **(626) 405-1200** to report stolen, opened, or rifled mail, mail fraud, telemarketing fraud involving mail, and other mail-related crimes. The Postal Inspection Service has a standing reward offer of up to \$10,000 for information leading to the arrest and conviction of anyone stealing mail or possessing stolen mail. Call **911** if you suspect a piece of mail is contaminated or contains an explosive. Otherwise do not handle or sniff it, and wash your hands thoroughly with soap and water. Call the SDPD at **(619) 531-2000** or **(858) 484-3154** about other pieces of suspicious mail.
- **U.S. Secret Service.** Call **(619) 557-5640** regarding threats to the President and other government officials, counterfeit money, forgery, identity crimes, computer fraud, and other financial crimes. For more information visit its website at www.treas.gov/usss.

c. Providing Information about Crimes. Information about crimes committed in the City should be reported directly to the SDPD. Or if you don't want to get involved, you can call Crime Stoppers.

1- SDPD. To provide information about a crime that is under investigation, call the detective handling the case. If you do not know the detective's name, call your local SDPD Area Station and ask to speak with the detective assigned to the case. If the case is being handled by one of the central investigative units, you will be given the name and phone number of the detective to contact.

Generally the City does not pay rewards for information about crimes. However, a City ordinance authorizes the City Manager to pay a reward of up to \$500 for information leading to the arrest and conviction of graffiti vandals. Claim forms for this *Spray and Pay Rewards Program* can be obtained online at <http://www.sandiego.gov/graffiti/rewards.shtml> or by calling the Graffiti Program Office at **(619) 525-8522**.

2- Crime Stoppers. Crime Stoppers is a citizen-operated, non-profit organization that works in partnership with local, state, and federal law enforcement agencies to help solve serious crimes. It gives community members an opportunity to fight crime without "getting involved." If you think you might have information concerning a serious crime or felony suspect, call toll free **(888) 580-8477**. This number can also be used by students, teachers, and parents to provide anonymous tips about safety concerns and potential problems at their schools. The operator on this 24-hour hotline will take your information and give you a code number. All calls remain confidential. If your information leads to an arrest you could earn a reward of up to \$1,000. The tip-line operator will explain how you can use your code number to give additional information and how to collect your reward. See the Crime Stoppers website at www.sdcrimestoppers.com for information on wanted fugitives, unsolved

cases, bank robbers, etc. You can also provide tips by e-mailing from **www.tipsubmit.com** or by text messaging from a cell phone to **CRIMES** or **274637**, with Tips409 at the beginning of the message.

In October 1999 Crime Stoppers set up a special program with the San Diego Unified School District in which students can receive cash rewards of up to \$1000 for tips or information that solve or prevent campus violence or vandalism to school property. These calls should also go to **(888) 580-8477**.

d. Reporting Suspicious Persons, Activities, Vehicles, Etc. for Terrorism Prevention

Each terrorist attack in history has produced an information trail about the target, the acquisition of material to carry out the attack, i.e., explosives or other weapons, and the movement of money and people. Detecting these signs and reporting information about them to the proper agencies is the best way to prevent a terrorist act.

You should also be vigilant and aware of your surroundings and report anything that doesn't fit in or seems out of the ordinary. Be aware yet fair. Avoid stereotyping and profiling. Some examples of persons, activities, vehicles, etc. that could be considered suspicious are listed below. Some are clearly emergencies. They should be reported immediately by calling **911**. Others may be considered as non-emergencies. They should be reported to the SDPD at **(619) 531-2000** or **(858) 484-3154**. It will notify and coordinate actions with the FBI and other government agencies. When a terrorist act appears imminent you should also notify any law enforcement or security personnel that are in the immediate area. If there is any doubt as to whether the situation is an emergency it is always better to be on the safe side and call **911**.

1- Emergencies. Call **911** to report persons doing the following:

- Sketching, taking notes, drawing maps or diagrams, photographing, videotaping, or otherwise monitoring facilities not normally associated with tourist activity or other places that may be targets for terrorist attacks, e.g., key government facilities, airports, bridges, chemical plants, power plants, schools, religious institutions, shopping centers, etc.
- Collecting detailed information on facility entrances, exits, driveways, parking spaces, etc.
- Using binoculars, high-magnification lenses, or night-vision or thermal-imaging devices in observing a facility or activity that may be a target
- Attempting to obtain information about a person, place, operation, or event that may be a target
- Attempting to improperly acquire explosives, detonators, timers, weapons, ammunition, body armor, propane bottles or tanks, etc.
- Attempting to buy large amounts of high-nitrate fertilizers or other unusual chemicals
- Loading vehicles with weapons or explosives
- Attempting to improperly acquire official uniforms, passes, badges, IDs, license plates, vehicles, etc.
- Seeking treatment for chemical burns or missing hands/fingers
- Having untreated chemical burns or missing hands/fingers

Persons with several of the following characteristics may be suicide bombers carrying bombs.

- Are nervous, sweating, or mumbling
- Are wearing loose or bulky clothing that is inappropriate for the current weather conditions
- Are wearing an inordinate amount of perfume, cologne, or other scents that may be used to mask chemical odors
- Do not look like they belong in the uniform or dress they are wearing, which may be a disguise to elude detection
- Are carrying or wearing heavy objects
- Holding a bag or package close to his or her body
- Are repeatedly patting upper body or adjusting clothing
- Keeping one or both hands in pockets or close to his or her body, possible holding a detonator switch
- Having visible wires or an explosive belt protruding from under his or her clothing
- Having bulges or padding around the midsection
- Appearing well-groomed but wear sloppy clothing

- Having a pale face from recently shaving a beard
- Not responding to direct salutations or authoritative commands
- Walking in a deliberate, stiff, or awkward manner
- Acting in an unusually vigilant manner
- Having a blank facial expression, or appearing extremely focused or in a trance
- Exhibiting unusually calm and detached behavior

Letters or packages that contain a bomb or a chemical, biological, or radiological (CBR) threat may have one or more of the following characteristics. Handle them with great care. Don't shake, bump, smell, or open them. Put the letter or package down carefully and leave the area. Do not open windows. Call **911** from a landline phone if one is available outside the area. Otherwise it is OK to use a cell phone or pager. Wash your hands thoroughly with soap and water if you touched the letter or package.

- Are unexpected or from someone you don't know
- Are addressed to someone now longer at your address
- Have no return address or one that does not appear legitimate
- Are bulky, lumpy, or lopsided in appearance
- Have wires or other unusual contents that are protruding or can be felt through the envelope or wrapping
- Are sealed with excessive amounts of tape or string
- Have restrictive markings such as "Personal" or "Confidential"
- Have excessive postage
- Emit a strange odor
- Are mailed from a foreign country
- Do not have a named addressee, e.g., are addressed to a title only
- Have incorrect title or misspelled words in the address
- Have oily stains, discolorations, or crystallization on the wrapper

Objects in the open, or in vehicles or buildings having the following characteristics may be bombs:

- Unattended bags, backpacks, boxes, etc. near places that may be targets
- Having antennas, batteries, timers, capped pipes, etc.
- Emitting a strong chemical odor

If a suspicious object is found outside, get away from it after reporting it. 300 yards is a minimum distance. Then take cover for protection against bomb fragments. Get on the ground if no cover is available. Maintain distance and cover, or leave the area after an explosion. Be alert and cautious in reentering the area to help victims. There may be another device nearby.

2- Non-emergencies. Call SDPD at **(619) 531-2000** or **(858) 484-3154** to report the following:

- Persons or activities that do not appear to belong in the workplace, neighborhood, business establishment, or near a key facility or event because of their demeanor, behavior, language, dress, activity, etc.
- Multiple sighting of the same suspicious persons, vehicles, or activities at the same location
- Rental of storage units for suspicious items or activities
- Deliveries of chemicals directly to self-storage units
- Unusual deliveries of chemicals to residences or rural addresses
- Street people not previously seen in the area, i.e., panhandlers, shoe shiners, food or flower vendors, newsagents, street sweepers, etc.

Persons doing the following:

- Sitting in a parked vehicle for an extended period of time
- Loitering in public places, e.g., bus stops and train stations
- Loitering near or wandering around a possible target
- Carrying on long conversations on pay or cellular phones near a possible target

- Wearing military or other uniforms that don't appear to belong in them
- Observing security measures or personnel, entry points, access controls, and perimeter barriers such as fences or walls, at a possible target
- Testing or probing security measures, e.g., by driving by a sensitive area, attempting to enter a sensitive area, inquiring about security measures, attempting to smuggle contraband through check points, asking for directions, claiming to be lost, etc.
- Attempting to enter a key facility without proper ID, prior notification and approval, etc.
- Being in a key facility without required visible ID
- Staring or quickly looking away from personnel or vehicles entering or leaving a key facility or parking area
- Carrying heavy bags or backpacks near a possible target
- Setting down bags or backpacks near a possible target and then walking away
- Behaving as if they may be planning a terrorist act, e.g., by mapping routes, timing traffic lights or traffic flow, playing out scenarios, monitoring key facilities or events, etc.
- Observing activities and movements of police personnel, e.g., in and out of a police station.
- Possessing or distributing literature that promotes jihad, racist activities, or terrorist/extremist agendas.

Vehicles that:

- Are parked near a key facility for an unusual period of time
- Are commonly used for deliveries, e.g., trucks, vans, or U-Hauls, that are parked in locations not usually used for deliveries without prior authorization
- Are out of place in the environment, e.g., a tractor-trailer parked in a residential neighborhood, and may have out-of-state or temporary plates
- Are abandoned
- Are overloaded
- Are leaking a fluid
- Have been modified to handle heavier than normal loads, additional storage space, or increased fuel capacity
- Have excessively darkened or tinted windows, or temporary window coverings to prevent viewing of the vehicle's interior
- Show signs of theft, e.g., damaged locks, missing windows, etc.
- Bear a temporary commercial placard affixed with tape or magnets, or a permanent placard that is unusual, unrecognizable, or has misspelled words
- Contain batteries, wiring, timers, other power supply or switching components, unmarked packages or unusual items such as PVC pipe, magnets, compressed gas cylinders, fire extinguishers, etc. in the passenger compartment
- Contain blueprints, maps, sketching materials, or surveillance equipment, e.g., binoculars, video cameras, high-magnification lenses, etc. in the passenger compartment

3. REPORTING OTHER PROBLEMS AND INCIDENTS

The SDPD is not responsible for dealing with all of the problems and incidents that affect public health, safety, and welfare, although in many cases it works with other agencies in addressing them. Problems involving social disorder, animals, unsafe street conditions, certain municipal code violations, neighborhood nuisances, abandoned shopping carts, suspected child and elder abuse, and lost persons with Alzheimer's disease should be reported to the agencies that have the primary responsibility. All of these reports are completely confidential so you should not be afraid to give your name, address, and phone number.

a. Social Disorder. Social disorder involves problems, which if not dealt with in their early stages, become magnets for crime. Existing graffiti and litter are examples of social disorder that should be reported to other agencies. Abandoned vehicles should be reported to the SDPD. Abandoned, wrecked, dismantled, or inoperative vehicles should be reported to the SDPD, as discussed in Sec. 2.b.1 under Vehicle Abatement.

1- Graffiti. Call the City of San Diego's Graffiti Control Hotline at **(619) 525-8522** to report graffiti on private

or public property. Your report will be verified and the party (property owner) responsible for removing the graffiti will be notified. Victims can obtain free recycled paint and supplies to remove graffiti by calling the City Paint Bank Operations at **(619) 527-5419**. The faster graffiti is painted out the less likely it is to return. If it is not removed the City will use the enforcement remedies and abatement procedures in Secs. 54.0401 *et seq* of the San Diego Municipal Code to bring the property into compliance. Call **911** if the graffiti vandalism is in progress. Give the dispatcher the location and a good description of the vandals and their vehicles. Do not confront them because they often carry weapons and have look-outs you may not see. For information about rewards for information leading to the arrest and conviction of graffiti vandals see Sec. 2.c.1.

2- Litter. Call the City of San Diego's Environmental Services Department at **(858) 694-7000** regarding litter on private or public property. Call City Park and Recreation at **(619) 685-1350** regarding litter on property in a Landscape Maintenance Assessment district.

Call the San Diego County Tobacco Litter Abatement Task Force at **(800) 667-6653** to report motorists who flick cigarettes from their vehicles. You will be asked for the date and time, approximate location, a description of the vehicle, and the vehicle's license plate number. Calls are recorded and forwarded to the California Highway Patrol. When time permits officers will verify your information and send a warning letter to the vehicle's registered owner.

b. Animals. Call the County Department of Animal Control 24-hour emergency number, **(619) 236-2341**, to report incidents involving animals that threaten public health and safety. Call the City Environmental Services Department at **(858) 694-7000** for the removal of dead animals in public right-of-ways. The following numbers can be used for other animal control services:

- Spaying or neutering, lost and found, operator assistance, etc. **(619) 236-4250**
- Licensing and rabies vaccinations **(619) 236-4250**
- Adoptions **(619) 236-4250**
- Noise abatement **(619) 236-5500**

You can call the National Conflict Resolution Center at **(619) 238-2400** for help in dealing with people whose animals are causing unreasonable noise. Complainants are now referred to this private, non-profit organization of trained community volunteers because City agencies no longer handle these kinds of disputes.

c. Unsafe Street Conditions. Conditions that should be reported include: holes and cracks in surfaces and curbs; missing, damaged, or obscured signs; inoperative lights and signals; hazardous debris; needs for new safety measures; and trees that need trimming.

1- Holes and Cracks in Surfaces and Curbs. Call City Street Division at **(619) 527-7500** to report potholes, cracks, and other problems with street surfaces, sidewalks, and curbs.

2- Missing, Damaged, or Obscured Signs. Call **(619) 527-7500** to report these problems.

3- Inoperative Lights and Signals. Call **(619) 527-7500** to report inoperative street lights and traffic signals.

4- Hazardous Debris. Call the City Environmental Services Department at **(858) 694-7000** to report hazardous debris on streets. Call the California Highway Patrol at **(858) 637-3800** to report small objects on freeways that are unlikely to cause an accident or injure a motorist. Call **911** if the object could endanger motorists.

5- Needs for New Safety Measures. Call City Transportation Engineering at **(619) 533-3126** to suggest new crosswalks, curb markings, traffic signals, signs, speed bumps, additional street lights, tree and other obstruction removal, etc.

6- Trees. Call City Street Division at **(619) 527-7500** to report city-owned trees that need trimming.

d. Code Violations. Call the City Neighborhood Code Compliance Department's *Citizen Complaint Intake Line* at **(619) 236-5500** regarding violations of the City's housing, building, sign, zoning, vehicle parking, weed

abatement, and noise regulations. Some common violations that should be reported include vehicles parked in front yards, excessive weeds on private property, dilapidated or unsafe structures or fences, unsecured vacant structures, uninhabitable rental housing, building or remodeling without permits, illegally posted signs, operating a business from a home, other illegal uses of residential property, and garages converted to living spaces.

e. Neighborhood Nuisances. Nuisances can include an unsightly property, excessive noise, gang activity, prostitution, drug activity, trespassing, CC&R violations, etc. The SDPD will assist neighbors wishing to take civil action against problem property owners to abate these and other nuisances. The basis for the civil action is a California law that makes property owners responsible for using their property in an ordinary and reasonable manner that is conducive to the peace and harmony of the neighborhood and does not interfere with the comfortable enjoyment of life and property by others. Property owners violate the law by allowing a nuisance to exist on their property whether they themselves live there or not. Once they become aware of the nuisance they become responsible for abating it.

For assistance affected residents should send an e-mail describing the problem to Fred Zuckerman at **FZuckerman@pd.sandiego.gov**. He will work with them and guide them through a process to abate the nuisance. The process involves the following steps: collection of evidence, documentation of the nuisance effects, notification and negotiation with the property owner, demand that the nuisance be stopped, etc. If the owner fails to abate the nuisance the residents can file a suit in small claims court where they can describe the nuisance and their efforts to resolve it. In court, the judge has the power to order the property owner to abate the nuisance and/or pay monetary damages to the residents. There is no charge for the assistance, although court costs will usually be around \$100.

f. Abandoned Shopping Carts. Members of neighborhood and business watch groups, business improvement districts, and other community groups who are concerned about this problem should do the following when they see an abandoned cart:

- If the cart has a phone number on it for retrieval purposes, call that number and report the location of the cart. The number may be that of the store or that of the California Shopping Cart Retrieval Corporation (CSCRC), which has contracts with some stores to retrieve and return their carts. Its number is **(800) 252-4613**.
- If the cart has a store name on it but no phone number, look up the number of the nearest store and call it to report the location of the cart or call the City Environmental Services Code Enforcement Section at **(858) 694-7000** to report its location. It will investigate the complaint and deal with the cart in the appropriate manner.
- If the cart has neither a store name or phone number, which is rare, call the City Environmental Services Code Enforcement Section to report its location.

g. Child Abuse. Call the County Social Services Department's Child Protective Services Child Abuse Hotline at **(858) 560-2191** or **(800) 344-6000** to report situations in which you suspect that a child has been abused or appears to be at risk of being abused. Your report will be investigated and steps will be taken to protect the child

and preserve the family unit. The SDPD will be informed if abuse is involved. If you know that abuse has occurred, you should call SDPD directly at **(619) 531-2000** or **(858) 484-3154**. If the abuse is in progress you should call **911**. The police will investigate, take steps to protect the victim, prosecute the abuser, and inform the County Social Service Department.

The following are some signs of child abuse:

- Unusual or suspicious injuries
- Sexual language or behavior beyond what is normal for the child's age
- Specific comments or complaints about abuse
- Lack of basic needs for food, clothing, and medical care
- Poor hygiene
- Lack of supervision for long periods of time

And for sexual exploitation:

- Changes in behavior, extreme mood swings, withdrawal, fearfulness, and excessive crying
- Bed-wetting, nightmares, fear of going to bed, or other sleep disturbances
- Acting out inappropriate sexual activity or showing unusual interest in sexual matters
- Sudden acting out of feelings or aggression, rebellious behavior
- Regression to infantile behavior
- Pain, itching, bleeding, fluid, or rawness in private areas
- Fear a certain places, people, or activities, especially being alone with certain people.

h. Elder and Dependent Adult Abuse. Call San Diego County Aging & Independence Services at **(800) 510-2020** to report suspected instances of neglect and psychological, physical, financial, or sexual abuse of elders and dependent adults. This agency carries out investigations and provides assistance and case management where appropriate. The SDPD will be informed if abuse is involved. If you know that abuse has occurred, you should call SDPD directly at **(619) 531-2000** or **(858) 484-3154**. If the abuse is in progress, you should call **911**. The police will investigate, take steps to protect the victim, prosecute the perpetrator, and inform the appropriate County office.

The following are some signs of physical and financial elder abuse:

- Lack of necessary medications, inadequate clothing, poor personal hygiene and diet
- Unreasonable fears, withdrawal, loss of appetite, confusion, and agitation
- Unexplained or unusual injuries
- Change in social behavior, reluctance to discuss routine matters, and going places with and taking directions from another person
- Lack of knowledge of own finances, bounced checks, missing property, and inability to pay bills
- Account changes such as changing beneficiaries, adding new signatories, transferring property titles, refinancing loans, adding new people to accounts, and using ATMs instead of tellers
- Unusual account activity such as large cash withdrawals or withdrawals from special savings accounts despite penalties

Many kinds of elder abuse can be prevented by the careful selection of home care agencies and workers. The following are some questions to ask about agencies:

- What is its licensing status? Is it certified by Medicare and Medi-Cal? How old is it?
- Does it carry liability insurance? Are the workers bonded?
- What are its hiring standards? Does it provide training? How are the workers supervised?

The following tips involve home care workers:

- Hire through a reputable agency. Fire any worker who offers to work independently for less.
- Check references of past employment.
- Do not let them deal with financial matters. Have a trusted relative or friend, licensed professional fiduciary, or bank handle all accounts, pay bills, etc. Remove all financial records, checkbooks, credit cards, personal ID information, etc. from the home.

For current information on preventing elder abuse in San Diego County go to the Aging & Independence Services website at www.ais-sd.org, click on View All Services, select AIS Publications under Staying Informed - AIS, and then select the *Safe Seniors* newsletter. Its articles include features about related programs and services, items of general interest regarding elder abuse prevention, and a listing of current legislation related to elder abuse. The newsletter is a combined effort of Aging & Independence Services and the District Attorney's office.

At the federal level the National Center on Elder Abuse serves as a resource center dedicated to the prevention of elder abuse. On its website at www.ncea.aoa.gov you will find information on:

- How to find help if you are worried about a senior in your community
- Definitions, signs, and risks of elder abuse
- Resources for caregivers

i. Lost Person with Alzheimer's Disease. After calling **911** to report a lost or found person, call the Alzheimer's Association's Safe Return Program 24-hour Hotline at **(800) 572-1122**. Your call will activate a community response team that will: (1) notify other law enforcement agencies, hospitals, transportation modes, the media, and other organizations, as appropriate; (2) provide support to the family; (3) provide new information to law enforcement agencies as available; and (4) notify all agencies when the person is found. You can also call *Safe Return* or visit your local SDPD Storefront or Satellite Office to enroll a person in the program and obtain identification for the person to wear.

4. HELPING TO CONVICT AND PUNISH CRIMINALS

Both individuals and businesses have important responsibilities in helping to convict and punish criminals.

a. Individuals. Individuals who are crime victims or witnesses have a civic responsibility to testify in court and make citizens' arrests.

1- Testifying in Court. Individuals who are crime victims or witnesses have a civic duty to testify in court to help convict and punish criminals. This is an essential element in our criminal justice system. Criminals cannot be prosecuted if community members fail to fulfill this responsibility. Testifying in court also gives victims and witnesses a sense of empowerment and a degree of personal satisfaction from helping to punish the person who committed the crime. However, as in fulfilling any responsibility, it involves some personal inconvenience.

To appear in court you will have to travel to the court and may have to wait before being called to testify. In some cases it might be necessary to make more than one trip for an appearance because court proceedings are often subject to delays and disruptions that cannot be predicted in advance. Some compensation is available however. You will be paid a witness fee that should cover transportation and parking expenses, and you will get an allowance for meals you eat while waiting to testify. Other help can be requested in special situations, e.g., for childcare or transportation of a disabled person. Although retaliation is not a problem in the vast majority of cases, personal protection can be requested if a risk of retaliation exists. Finally, victims can get assistance in recovering their financial losses. See Sec. 5.e on ways crime victims and witnesses can get various kinds of assistance.

After the criminal is convicted, a sentencing hearing is conducted to determine the punishment. Victims, members of their family, and other community members involved in the case should appear before the judge to make suggestions for appropriate punishment and show support for the victim.

2- Making Citizens' Arrests. A citizen's arrest occurs when a private person or a police officer acting on behalf of a private person takes a person into custody in a lawful manner. In the case of a misdemeanor -- a lesser crime

than a felony that is generally punishable by imprisonment in the county jail not exceeding six months or by a fine not exceeding \$1,000 or both -- the private person involved must see or hear the crime committed, sign the arrest form, and agree to testify in court before the officer will take the person into custody. If not for citizens' arrests, some persons would not be arrested for committing misdemeanors. This is because a police officer can arrest a person for a misdemeanor only if the crime is committed or attempted in his or her presence. And even then in some situations, e.g., ones involving trespasses, the private person whose rights are violated must sign the arrest form and agree to testify in court before the officer will make an arrest. An exception to these rules exists when a minor is involved; then an officer can make an arrest based on probable cause, e.g., a description provided by the victim.

A private person who sees a crime committed or attempted should report the crime to the SDPD by calling **911** in an emergency and **(619) 531-2000** or **(858) 484-3154** in a non-emergency, as discussed in Secs. 2.a and 2.b. The officer who responds will know whether a citizens' arrest is necessary before taking the suspect into custody.

A private person or another person acting on his/her behalf can also detain a person seen committing a crime and hold that person until a police officer arrives. This is often done with shoplifters. Reasonable force can be used to make the arrest, prevent escape, or overcome resistance. However, a private person should never get involved in such an arrest if their safety might be at risk. It is often better to get good descriptions of the persons and vehicles involved, call the SDPD immediately, and offer your assistance in identifying and prosecuting the suspects. For example, it is strongly advised that citizens not attempt to arrest graffiti vandals because of the possibility that such criminals might be armed.

In the case of a misdemeanor reckless driving or hit and run in which a private person witnesses the incident and provides the police with a description of the vehicle, a citizen's arrest could occur if the police locate and stop the vehicle in a timely manner and the witness identifies the driver, signs an arrest form, and agrees to testify in court. If the police are unable to locate the vehicle and driver in a timely manner, the misdemeanor becomes "stale" and a different procedure must be followed. The witness would have to identify the driver in a photo lineup and agree to testify in court before the case is sent to the City Attorney for prosecution. (If there are injuries involved, a hit and run becomes a felony, and a police officer can make the arrest on the basis of information provided by the witness.)

b. Businesses and Property Owners. They can help convict and punish criminals in several ways. For example, they can have the police arrest persons for trespass and related crimes on its property by (1) discussing the situation with the Community Relations Officer or the local beat officer, and (2) sending a letter of authorization to the Staff Sergeant at the local SDPD Area Station. The letter would specify the address of the property, the nature of the problem, and express an agreement to prosecute any persons arrested for crimes on the property.

Although it is not required, businesses should allow employees time off work with pay when they are victims or witnesses and are called to testify in court.

5. GETTING HELP WITH PERSONAL AND FAMILY PROBLEMS

Individuals with personal or family problems need to get help before problems get out of hand and cause further difficulties. Two problems that are most prevalent in society are substance abuse and domestic violence. Some resources that provide referrals and help with these and other problems are mentioned below. Help in conflict resolution can be obtained from various mediation services. Persons who are victims or witnesses of crimes can get help from the San Diego County District Attorney's Victim/Witness Assistance Program at **(619) 531-4041**. Also included is a description of the City of San Diego's Just Call information service.

a. Alcohol and Drug Abuse. Individuals needing help with alcohol and drug abuse problems should call the County Health Services Department's Alcohol and Drug Abuse Services at **(619) 692-5727** to get a list of organizations in their area that have treatment programs. Free material on the effects, prevention, and treatment of alcohol and drug abuse can be obtained by calling the National Clearinghouse for Alcohol and Drug Information at **(800) 729-6686** or searching the Internet website of the Office of National Drug Control Policy at **www.whitehousedrugpolicy.gov**. Another source of information is The Resource Center of the State of California Department of Alcohol and Drug Programs. It can be reached at **(800) 879-2772** or **www.adp.cahwnet.gov** on the Internet.

b. Domestic Violence. San Diego County, in partnership with the Center for Community Solutions, now has a 24/7 Domestic Violence Hotline that provides crisis counseling, safety planning, referrals to various service agencies, and information on shelter bed availability, restraining orders and other legal aid, etc. The toll-free number is **(888) 385-4657**. Persons with existing domestic violence problems or cases should call the San Diego Family Justice Center's Domestic Violence Info Line at **(619) 533-6000** for assistance. That line is staffed Monday through Friday from 8:00 a.m. to 4:30 p.m.

Answers to many questions about domestic violence are contained in a consumer education pamphlet entitled *Can the Law Protect Me from Domestic Violence?* published by the State Bar of California. It is also on the Bar's website at **www.calbar.ca.gov**. It and other pamphlets listed in Sec. 5.c below can be ordered by calling **(888) 875-5297**.

c. Other Problems. You can now call **211**, the new 24/7 national dialing code for information and referrals about community, health, and disaster services. Information is available on addictions, child care, clothing, counseling, domestic violence, employment, food, housing, legal assistance, parenting, senior services, sexual assault, shelters, youth and teen services, and many other topics. This information is also available online at **www.211SanDiego.org** and in *Directions*, a copy of which is available in all public libraries.

For immediate assistance on alcohol, drug, or mental health problems you can call the San Diego County Health and Human Services Agency's toll-free crisis line at **(800) 479-3339**. Professional counselors are available 24/7 to help callers through their crises and refer them to appropriate services. Counseling is available in Spanish and other languages.

Another source of information on a wide variety of problems is the set of consumer education pamphlets published by the State Bar and available on its website at **www.calbar.ca.gov** by clicking on Consumer Pamphlets in the right-hand menu. These pamphlets deal with the following questions:

- How can I find and hire the right lawyer?
- How can I resolve my dispute without a trial?
- What should I know if I am arrested?
- What should I do if I have an auto accident?
- How do I use the small claims court?
- What can I do if I can't pay my debts?
- What should I know about divorce and custody?
- What should I know before I rent?
- Can the client security fund help you?
- How is your client security fund request handled?
- What should I do if I am a crime victim?
- What should I know about hate crimes?
- What can I do if I have a problem with my lawyer?
- Do I need a will?
- Do I need estate planning?
- Do I need a living trust?
- What are my rights as an employee?
- What can a lawyer referral service do for me?
- What should I know about serving on a jury?
- What should I know about elder abuse?

Also available on the State Bar website is a document entitled *Seniors and the Law: A Guide for Maturing Californians*. It deals with making ends meet, choosing where to live, obtaining health care and benefits, planning ahead, dealing with debt, staying on the job, getting around, handling elder abuse, avoiding consumer scams, and other topics. It is available in English, Spanish, Chinese, Korean, Vietnamese, and Tagalog. Copies can be obtained by writing to The State Bar at 180 Howard St., San Francisco CA 94105-1639, or e-mailing to **seniors@calbar.ca.gov**.

Free legal assistance for seniors 60 and older in San Diego County can be obtained from the Senior Citizens Legal Services Program. Staff attorneys travel to community outreach sites on regular monthly schedules. Call **(858) 565-1392** for an appointment. And for the latest elder-care news and information, visit www.sandiegoeldercare.com.

d. Conflict Resolution. Many personal and family problems can be resolved through mediation. By California law aimed at reducing court caseloads, the initial mediation sessions are free of charge. One organization you can call to negotiate restitution and resolve conflicts between victims and offenders arising from property crimes like theft, vandalism, burglary, and trespass is the Victim-Offender Reconciliation Program (VORP) at **(619) 280-1993**. VORP also deals with conflicts between family members, e.g., parent-child. Mediation provides an opportunity for frustrated parents, unhappy children, and troubled families to talk about the things that bother them, set goals, and work out agreements to help them get along better.

To resolve civil disputes involving neighbors, landlords and tenants, family members (divorce and parent-child), businesses, etc., you can call the National Conflict Resolution Center at **(619) 238-2400**. The Center lists the following reasons to consider mediation in dealing with parent-child problems:

- It's different from therapy.
- No one tells you what to do.
- What everyone has to say is important.
- Each person is listened to with respect.
- It works for 90 percent of the parents and teens who try it.
- Your family controls the outcome by forming agreements that work for those involved.
- It can prevent disputes from escalating to violence.
- It's confidential. No one reports anything that is said in mediation.
- You have nothing to lose.

e. Crime Victim/Witness Assistance. Help in getting emergency funds, applying for compensation by the State, and referrals to other agencies that provide assistance can be obtained from the San Diego County District Attorney's Victim/Witness Assistance Program at **(619) 531-4041**. Answers to frequently asked questions about being a crime victim are provided in a consumer education pamphlet entitled *What Should I Do If I Am a Crime Victim?* published by the State Bar. The text is available in English and Spanish on the State Bar's website at www.calbar.ca.gov. Or a copy can be obtained by calling the State Bar at **(888) 875-5297**.

f. City Services. Recorded answers to the most frequently asked questions about City services and programs can now be obtained by calling the City's Just Call automated information system 24/7 at **(619) 615-6111** or **(858) 549-1161**. A customer guide to the more than 340 topics on which information is available is published in the Greater San Diego edition of the Pacific Bell white pages. It is also published in the City's website at www.sandiego.gov. General information can still be obtained by calling the City Information Center at **(619) 236-5555** Monday through Friday from 8 a.m. to 5 p.m.

6. EXERCISING PARENTAL AUTHORITY

Good citizenship begins at home. Parents and guardians bear the primary responsibility for the actions of their children. They must set good examples for their children at home and in their community, teach morals and values, provide a safe home environment, make sure that their children get a good education, direct their children into constructive activities, be involved in their children's activities, make their children responsible and accountable for their actions, etc.

Many good ideas for parenting and activities for children are contained in the *San Diego Family* and *San Diego Parent* magazines, which are published monthly and available free at many libraries, grocery and toy stores, schools, and other family-oriented establishments. They also contain calendars of family and children's events in San Diego County, many of which are free.

Another resource for parents is the San Diego Community College's continuing education program. It offers a variety of free classes at Centers throughout the City on child development, family relations, and many other

topics. Call the San Diego Community College at **(619) 388-4950** for information on parenting classes.

Parents can get answers to many legal questions concerning their children from a booklet published by the State Bar of California entitled *Kids and the Law: An A-to-Z Guide for Parents*. This booklet, revised in May 2007, deals with a range of subjects from the “Age of Majority” to “Work Permits and Taxes” with references to the relevant code sections. It also contains a glossary of legal terms. It is not, however, intended to substitute for the advice of an attorney. Also, it may not provide the latest code references. The text is available in English and Spanish on the State Bar’s website at **www.calbar.ca.gov**. Copies in English, Spanish, or Chinese can be ordered by e-mailing the State Bar at **kids@calbar.ca.gov** or calling **(888) 875-5297**.

When a child becomes 18, he or she acquires a new set of legal rights and responsibilities. These deal with jury duty, voting, housing, contracts, torts, etc. They are discussed in question and answer form in a booklet entitled *When You Become 18: A Survival Guide for Teenagers*. The text of this booklet is available on the State Bar’s website in English, Spanish, Chinese, or Korean. Copies can be ordered by calling the State Bar or e-mailing it at **18@calbar.ca.gov**. Parents can use this booklet to help their children make the transition to young adults. Additional information on resources, insights, and support for those who live and work with teens is available on the Internet at **www.parentingteens.com**.

Some general parenting tips are listed below:

- Make time every day to discuss the day’s events with your children. Encourage them to tell you about anything that makes them uncomfortable, or scares or confuses them. Listen to what they say and never underestimate their fears or concerns. Show them that you are always concerned about them. Effective communication is the most important factor in child safety.
 - Have clear family rules. The consequences of breaking them should be clear.
 - Be a good role model. Actions speak louder than words. Be the person you want your children to be.
 - Discuss the consequences of tobacco, alcohol, drug use, etc. Tobacco is addictive. It yellows teeth, fouls breath, and kills. Drugs, including alcohol, alter judgment and perspective, and interfere with physical, emotional, and social growth. They are also addictive.
 - Know what your children are doing. Know what they do in school and after school. Know their friends. Be involved in their lives.
 - Educate yourself on the social and emotional needs of your children.
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- Be alert for any changes in your child’s behavior. Look and listen for things that indicate something is troubling him or her. Children are often uncomfortable in disclosing disturbing events or feelings because they are concerned about your reactions to their problems. When they do talk about their problems be calm, compassionate, reassuring, and nonjudgmental as you work with them to resolve the problem.

The rest of this section describes some programs in which children can be enrolled, discusses how parents and guardians can prevent and deal with various problems involving their children, and defines some of the liabilities parents and guardians may face if they fail to fulfill their responsibilities.

a. Youth Programs. There are a large number of youth programs in the city of San Diego. Two in which the SDPD is involved are described below.

1- STAR/PAL. One good way for parents to direct their children into constructive activities is to enroll them in the City’s Sports Training, Academics, and Recreation (STAR) program, which has recently merged with the County’s Police Athletic League (PAL). The goals of this county-wide program are to: (1) provide academic and athletic opportunities for youths, (2) establish new programs, (3) hold city-wide competitions in a variety of activities, and (4) create positive relationships between youths and police officers, other City and County personnel, and community members. Any youth, regardless of athletic ability, can participate in flag football, cheerleading, basketball, track and field, soccer, golf, rookie baseball, softball, tennis, and volleyball. Those who want to pursue academics can get help with homework, reading, math, and many other subjects. STAR/PAL will also sponsor trips to sporting events, museums, and other points of interest. Parents can go to the STAR/PAL

website at **www.starpal.org** for information about youth opportunities, programs, events, etc. They can also get information by calling the STAR/PAL Office at **(619) 531-2718**.

2- KIDZWATCH Academy. This is an eight-week program for children 5 to 11 years old. Parents and children attend two-hour classes on Saturdays at various locations in the city. They learn personal, fire, water, and bicycle safety, as well as nature awareness, community involvement and volunteering, and other things that will help the children become safe, strong, and confident individuals. The classes are taught by professionals in these fields, including police officers, firefighters, lifeguards, and park rangers. Call the STAR/PAL Office at **(619) 531-2721** further information about enrollment.

b. Dealing with Specific Problems. Notwithstanding parents best efforts, children can be influenced adversely by peer pressures and pick up bad behavior outside the home. Parents must learn to recognize signs that indicate their child may be involved in gangs, drug and alcohol abuse, graffiti vandalism, and other problems, and deal with them as early as possible. They must also make sure their children abide by the curfew law, attend school, drive safely, stay away from guns, etc. Information about various actions parents can take to prevent juvenile delinquency, violence, and victimization, and other related subjects can be obtained by calling the Office of Juvenile Justice and Delinquency Prevention of the U.S. Department of Justice at **(800) 638-8736**. Parents who cannot deal with their children's behavior on their own can get help from many agencies, several of which are mentioned in this section, and from the Juvenile Services Team at their local SDPD Area Station.

1- Gangs. Gang activities constitute not only a serious problem in the community but a great danger to your child. Children who are gang members will become criminals or likely victims of gang violence. If you see signs that your child is becoming involved with gangs, you need to act immediately to deal with the problem and get help if necessary.

The warning signs of gang involvement include the following: lack of interest in school, fights, changes in hairstyle and dress, changes in friends, tattoos, nicknames, graffiti on clothing and personal items, changes in personality, staying out late at night, hanging out with known gang members and in known gang areas, possession of more money, etc. Additional information on gang awareness is available at your local SDPD Storefront or Satellite Office. Presentations to groups of parents can be arranged by calling the SDPD Gang Unit at **(619) 531-2847**.

Parents whose children show signs of gang involvement or other problems need to take firm control of the situation. They need to reassert their involvement and control over their children's activities, dress, friends, and finances. If help is needed, it is available from many community organizations. Some of those that offer counseling and diversion programs are listed below.

- | | |
|---|----------------|
| • Barrio Station | (619) 238-0314 |
| • Casa Familiar | (619) 428-1115 |
| • Harmonium | (858) 566-5740 |
| • Metro United Methodist Urban Ministry | (619) 805-5526 |
| • Ralph Bunche Youth Center | (619) 527-0171 |
| • Safe San Diego | (858) 565-4148 |
| • San Diego Urban League | (619) 263-3115 |
| • Social Advocates for Youth (SAY) | (619) 283-9624 |
| • South Bay Community Services | (619) 420-3620 |
| • Union of Pan Asian Communities | (619) 232-6454 |
| • YMCA PRYDE Program | (619) 281-8313 |

2- Drugs. Parents can provide the best protection children have against drug abuse. However, peer pressures and other outside influences can often undermine your best parenting efforts. Indications that your child may be involved with drugs include the following: a don't-care attitude, resistance to discipline, temper flare-ups, new associations, poor school work, truancy, lack of stamina, isolation, poor personal appearance and hygiene, and need of money or unexplained affluence. Parents should get a copy of *A Parent's Guide to Drug Abuse* and *Growing Up Drug Free: Parent's Guide to Prevention* at any SDPD Storefront or Satellite Office for more

information on recognizing possible drug use. These guides also suggest steps for parents to take in preventing drug use, intervening if drug use is suspected or discovered, and helping the SDPD deal with drug activities in the community. As they emphasize, the role of parents in prevention and intervention is critical in suppressing drug abuse. Additional information can be obtained on the Internet website of the Partnership for a Drug-Free America at www.drugfree.org.

3- Alcohol. Drinking is an adult privilege. It is illegal in California for anyone under 21 to drink or buy alcoholic beverages. While the majority of teens do not drink, most are faced with the opportunity and many fail to resist peer pressure to drink. Parents need to teach their children about the effects, dangers, and possible consequences of drinking, and should try to discourage it altogether. Drinking loosens inhibitions and leads to bad judgments that can result in traffic accidents with serious injuries, costly civil litigation, social embarrassment, hefty legal fines, college probation or loss of scholarships, unwanted pregnancies, sexually transmitted diseases, and various criminal acts.

Parents are the single most important influence on children's decision whether or not to drink. If you drink you should:

- Drink in moderation.
- Forbid underage drinking at home, even on special occasions.
- Keep track of any alcoholic beverages kept at home.
- Have non-alcoholic available at home.
- Never drive after drinking.
- Teach your children that it is not necessary to drink to have a good time.

Parents should always talk openly with their children about alcohol use and abuse. When they go out you should always ask the following six "W" questions: Where are you going? Why are you going there? Who are you going to be with? What are you going to do? Will there be alcoholic beverages? When will you be home? And when they return you should discuss how they handled the situation if any underage drinking was involved and how they should handle it in the future. If you think your child has or may be developing an alcohol problem you can call San Diego Youth and Community Services Teen Recovery Center at **(619) 325-4696** for information and help.

4- Graffiti Vandalism. Parents and guardians need to discuss with their children the importance of respect for property and the effects graffiti has on the victim, vandal, and the vandal's family. The City's Municipal Code now makes parents and guardians civilly liable for up to \$25,000 of property damage caused by their minor children. They must also reimburse the city for any reward that is paid for information leading to the arrest and conviction of their minor child for graffiti crimes. Furthermore, the State Penal Code makes a parent liable for any fine that his or her minor child is unable to pay. The amount of the fines depends on the amount of the damage; the maximum fine is \$50,000. Thus, parents have a strong incentive to make sure their children are not graffiti taggers. The signs of a graffiti tagger include: tags on clothes or other personal possessions; use of tagger jargon; frequent use of baggy jackets and small backpacks that can hide spray cans; paint or dye on hands and under fingernails; and used graffiti devices. If you think that your child might be involved with graffiti, call the Graffiti Control Hotline at **(619) 525-8522** for further information and organizations to call for assistance.

5- Curfew Violations. Parents should know the activities and whereabouts of their minor children (under 18 years old) and make sure that they are home during curfew hours, which is the period from 10:00 p.m. any evening of the week until 6:00 a.m. the following day in the City of San Diego. Minors can be cited for curfew violations under Sec. 58.0102 of the San Diego Municipal Code, which includes nine defenses to prosecution. Moreover, parents and guardians can be cited if they permit a minor under their care and custody to violate the curfew. The City Code was amended in June 1997 because the 9th U.S. Circuit Court of Appeals ruled that the prior 1947 ordinance was unconstitutionally vague and did not include exceptions to allow minors to engage in constitutionally protected activities or parents to exercise discretion in raising their children.

Parents should be aware that the evening curfew in the City is an hour earlier than the one in the County. It is also an hour earlier than the time a child with a provisional driver license under the age of 18 cannot drive without a licensed parent, guardian or other adult 25 years of age or older.

6- Daytime Loitering and Truancy. Parents must also make sure that their children are attending school during school hours. It is now unlawful for any juvenile who is subject to compulsory education to loiter in any public or unsupervised place, or on the premises of any establishment between the hours of 8:30 a.m. and 1:30 p.m. on any day when school is in session for the juvenile. It is also unlawful for the parent of any juvenile to knowingly permit or by insufficient control to allow the juvenile to violate this daytime loitering and truancy law. Parents will be warned the first time the juvenile is cited. Parents may be cited for an infraction if the juvenile is cited a second time, and a misdemeanor if the juvenile is cited a third time.

7- Unsafe Driving. In data published by the National Center for Injury Prevention and Control (NCIPC), traffic accidents were the leading cause of unintentional death of young people from 15 to 24 years old in the United States in 2005. Because driving involves great risks of personal injury and property damage to children and others, parents need to do the following:

- Teach their children to drive safely and stress defensive driving.
- Make sure that their children stay out of cars that others might drive in an unsafe manner.
- Set good examples by following all traffic laws and safety rules.
- Set conditions and rules for using family cars.
- Stress that driving and drinking don't mix.
- Teach vehicle mechanics and what to do in case of an accident or emergency.

Parents cannot rely on high school or private driver education for this. Driver education focuses on driving skill. Bad attitudes and dangerous behavior, which lead to many vehicle crashes, remain for parents to handle. Another reason for parents to be concerned about their children's driving is that parents are legally responsible for any injuries and damage that their minor children might cause while driving. Information about driving and traffic safety can be obtained by calling the SDPD Traffic Division's Traffic Safety Office at **(858) 495-7822** or **(858) 495-7882**. This Office also has a program to help parents properly install child-safety seats. Free seat inspections and installation lessons are available by appointment at the Traffic Division the first and third Tuesdays of each month.

8- Gun Violence. Gun violence has become a major health issue. In 2005 firearms were the leading cause of homicides and suicides of young people 15 to 24 years old in the United States. Parents need to teach their children that: (1) guns don't solve problems; (2) guns can kill or cause lifelong disabilities; and (3) there are enormous differences between real life and the fantasy world of television and all of its violence. Furthermore, parents need to exercise complete control over any guns in their home. Those who have guns should keep them unloaded, uncocked, and stored in a securely locked container. The Brady Center to Prevent Gun Violence suggests that gun owners adhere to the following additional guidelines:

- Store your gun and its ammunition in separate locations known only to you.
- Store your ammunition in a locked container away from heat and moisture. Never throw it out in the trash.
- Child-proof your revolver by placing a sturdy and tamper-resistant child-safety lock on the trigger or on the firing mechanism.
- Child-proof your semi-automatic handgun by removing the magazine, disassembling the frame from the slide and magazine or securing it with a child-safety lock.
- Never leave the keys to your child-safety locks or gun and ammunition storage containers where they are accessible to others. And make sure the keys cannot be duplicated.

Parents can get help from a Juvenile Service Team officer at their local SDPD Area Station regarding signs that their children might be involved with guns, where to look for guns that children might hide at home, and what discipline measures would be appropriate. Any guns that are found should be turned in at any SDPD facility listed in the table on the last page. Answers to questions about gun safety can be obtained by calling the SDPD Pistol Range at **(619) 527-6070**.

Information on effective strategies for preventing violence against youth can be obtained at **www.preventviolence.org**. This site also contains facts and data, and up-to-date information on violence prevention activities in California. At the national level the National Youth Violence Prevention Resource Center's website at **www.safeyouth.org** contains information on hot topics, prevention and intervention

programs, publications, and research and data on violence committed by and against children and teens.

9- Shoplifting. Shoplifting is not a game or sport. It is theft! It has serious consequences for both the child and the parent or guardian. If the value of the merchandise taken is less than or equal to \$400, the crime is petty theft. The first time it is punishable as a misdemeanor with a fine of at least \$50 but not more than \$1000, or imprisonment in the county jail not exceeding six months, or both. The second time it is punishable as a felony with imprisonment in the county jail or the state prison not exceeding one year. If the value of the merchandise taken is more than \$400, the crime is grand theft, which is punishable as a felony the first time. As noted in Sec. 6.c.2, judges can order parents or guardians to pay these fines for their minor children.

For petty thefts by an unemancipated minor, California Penal Code Sec. 490.5(b) makes parents or legal guardians liable to the merchant for civil damages of not less than \$50 nor more than \$500, plus costs. In addition, parents or guardians are liable for the full retail value of the things taken if they are not recovered in a merchantable condition. Total damages are limited to \$500 for each action brought under this section.

Signs that your child might be shoplifting include: wearing new clothes or jewelry, or possessing items that you know he or she does not have money to buy; finding tags or package wrapping hidden in the trash; wearing baggy clothes or jackets when it is warm; and leaving the house with an empty backpack or large purse. Some of the things a parent or guardian can do to prevent shoplifting include the following: teaching that shoplifting is theft and that it is wrong to steal; telling your child that being in the company of a shoplifter is as bad as stealing, and that all persons involved can be punished; encouraging your child to choose friends carefully; knowing your children's friends; keeping your child busy to minimize unsupervised free time; and perhaps as a last resort, enrolling your child in a shoplifting prevention class. You can get information on this and other classes, workshops, and programs for juveniles and parents by calling the Corrective Behavior Institute at **(619) 528-9001**.

10- Internet and Cell Phone Dangers. Although the vast majority of online services and Internet material is legitimate and benign, there have been numerous incidents of children receiving pornographic material, providing personal information under the pretext of possibly winning a prize, or sending money for promised benefits or products. Warning signs of these dangers include: excessive late-night computer use; secretive behavior about computer associates; password-protected bios, files, or logical drives; and hidden files or directories. The following are some things parents or guardians can do to minimize these dangers:

- Set reasonable guidelines for Internet and cell phone use. Prohibiting Internet use is not a good idea because it is too easy for children to establish accounts at a friend's house or many other places.
- Keep the computer in the family room, not in a bedroom. Children should not have separate log-ons. But be aware that children can access the Internet away from home.
- Talk to your children about their Internet use. Encourage them to come to you with any problems they encounter online. Make sure they understand the importance of passwords and privacy protection, and not to share passwords or log-on names with anyone else.
- Never allow your child to go alone to meet someone they have "talked" to online unless they actually know the person. Tell your child that people online are not necessarily who they might seem to be. Use filtering software to scan for offensive words and phrases in chat rooms and then end the conversations by signing off.
- Have your children promise not to turn off any programs you might install to monitor their computer use.
- Understand how online services work.
- Check the computer's cache and history to see what websites have been accessed.
- Ask your children for their passwords and log-on names, and to share their blogs and online profiles with you. Be aware that they can have multiple accounts on multiple services. Search for your children's identifying information and monitor their screen name(s) and websites for inappropriate content.
- Prohibit your children from downloading any games, movies, programs, etc., trying to win free things, or buying things without your permission.

Children who use sites like MySpace, Friendstar, Facebook, Xanga, and LiveJournal should be warned about online predators and harassers. They should be taught to do the following to prevent and deal with any problems that might arise:

- Never to give out their name, address, phone number, or any other personal information that can identify them. Avoid posting anything that would enable a stranger to find them. Members' profiles become public information. And never say they are home alone.
- Don't post anything that you wouldn't want the world to know, especially anything that might embarrass you later. What's uploaded can be downloaded and passed around or posted online forever.
- Never send out any pictures of themselves, their families, or their friends.
- Be careful about adding strangers to your friends list. People aren't always who they say they are.
- Report harassment, hate speech, and inappropriate content to you.
- Check comments regularly. Ignore and don't respond to any that are mean or embarrassing. Just log off if the harassment bothers you.
- Avoid misleading people into thinking you are older or younger than you are.
- Don't talk about sex with strangers.
- Block people from sending you messages or e-mail, or delete them from your "buddy list" if they harass you.
- Change your password if someone hacks into your profile. Change your username and e-mail address if someone repeatedly bothers you.
- Contact the company that runs the site to have any profile of you deleted if it was created without your knowledge.
- Talk to someone you trust if you are upset about what is being said about you. If you are scared or threatened contact a Juvenile Service Team office at your nearest SDPD area station and inform your Internet Service Provider.
- Report any attempted sexual exploitation on the National Center for Missing and Exploited Children (NCMEC) Cyber Tipline at **www.ncmec.org**. This line is Congressionally mandated and your information will be forwarded to the appropriate law enforcement agency for investigation. Or call NCMEC's 24/7 hotline at **(800) 843-5678**.

Additional information on Internet dangers to children and how to keep children safe online is available on numerous websites. These include the following:

- San Diego Internet Crimes Against Children Task Force at **www.sdicac.org**
- National Cyber Security Alliance at **www.staysafeonline.com**
- San Diego County District Attorney at **www.sdcdca.org**. See the Protecting Children Online page under Protecting the Community.
- GetNetWise at **www.GetNetWise.org**
- Federal Bureau of Investigation at **www.fbi.gov**. See *A Parents Guide to Internet Safety* under Cyber Issues on the Reports and Publications page.
- NCMEC at **www.ncmec.org**. See resources for parents and guardians.

11- Juvenile Victimization. Although the overall crime rate is decreasing, juvenile-on-juvenile crime is increasing. Young people are about three times more likely to be victims of violent crimes than adults. Outside of the home, they are most likely to be victimized at the end of the school day. Some safety principles your child should know include the following: develop conflict resolution skills, avoid deserted locations, avoid threatening persons, travel with a friend(s), always let someone know where you are going, walk confidently and be assertive, meet stares eye-to-eye, never appear vulnerable or weak, be familiar with places to go for help. School police can often provide assistance in dealing with this problem.

As discussed in Sec. 2.c.2, students, teachers, and parents can call Crime Stoppers at **(888) 580-8477** to provide anonymous tips about safety concerns and potential problems at their schools. And students in the San Diego Unified School District can receive cash rewards of up to \$1000 for tips or information that solve or prevent campus violence or vandalism to school property. However, actual school emergencies should still be reported by calling **911**.

12- Media Violence. Media violence is also a health hazard for children. It has been estimated that young people have seen over 200,000 acts of violence by the time they graduate from high school. This exposure may result in aggressive attitudes and behavior, and insensitivity to violence. The following 10 tips from the Minnesota Medical Association are designed to help deal with this problem: (1) set clear limits on TV viewing and video game playing, (2) don't use the TV as a babysitter, (3) don't make TV the focal point of family activities in the

home, (4) offer other enjoyable activities at home, (5) select what your children watch, (6) ban unacceptable programs, (7) identify high-quality programs, (8) know what your children are watching, (9) discuss media violence, and (10) have a voice in local TV programming.

13- Child Abduction. The number of children reported missing each year is staggering. The following precautions will help protect your child from abduction:

- Never leave your child alone in a vehicle, restroom, store, playground, or other public place. Accompany younger children to restrooms.
- Walk your child to and from school, and point out dangerous spots and safe places to go for help.
- Have your child walk or bike to and from school with a friend. There is safety in numbers.
- Don't put your children's names on the outside of their clothes. Children may respond more readily to a stranger who calls them by name.
- If your child takes a bus to and from school, have your child stay with a group while waiting for the bus.
- Make sure that the school will not release your child to anyone but yourself or a person previously designated by you, and that the school will call you back to verify any call saying that some person will come to pick up him or her.

And make sure you teach your child the following:

- Never to leave school with anyone they don't know.
- Turn around and run to the nearest safe place if a person appears to be following them on foot, or a vehicle slows or stops by them.
- Not to hitchhike or accept a ride from anyone unless you have told them it is OK in each instance. Tell them to say NO and run away to a safe place if offered a ride by a stranger. If avoidance is not possible tell them to make a big scene by screaming, yelling, kicking, and resisting.
- The difference between a stranger who may be a danger and one who may be helpful. The simple "stranger-danger" message is inappropriate because the danger to children is much greater from someone who is not a stranger.
- Stay away from any adult who asks for help, e.g., "Can you help me find my dog?" or asks for directions (an adult should ask another adult, not a child for help), or tries to get you to go somewhere with them, e.g., "Your mom's hurt and she told me to come get you."
- Keep all doors and windows locked when at home alone. And not to open the door to a stranger or let an uninvited neighbor or acquaintance into your home.
- Not to tell a caller that you are not at home. Have your child say you cannot come to the phone, ask the caller to leave a message, and say you will call back.

For additional information on how to prevent child abduction and what to do if it happens go to the National Center for Missing and Exploited Children (NCMEC) website at www.ncmec.org and look at the resources for parents and guardians.

c. Multiple Problems. Several organizations offer programs that can help children with multiple problems. One is the YMCA Youth and Family Services offers classes, workshops, and counseling on many subjects. Parents should call **(619) 543-9850** for details.

The California National Guard has several youth programs for different age groups and areas of the state. One is a statewide residential program conducted at the Grizzly Youth Academy at Camp San Luis Obispo. It is called the Youth ChalleNge Program and is for 16 to 18 year-olds who are high school dropouts or at risk of dropping out. For further information call **(800) 926-0643**.

d. Parental Liability. In addition to the liabilities mentioned above, parents or guardians are legally liable in various ways for the acts of their children. These are additional reasons for parents to deal with their child's behavior before it results in criminal acts.

1- Contributing to the Delinquency of a Minor. Parents or legal guardians who fail in their legal duty to

exercise reasonable care, supervision, protection, and control over their minor children can be charged with contributing to the delinquency of a minor, a misdemeanor punishable by one year in jail and/or a \$2,500 fine per count. In October 1995 the City Attorney started a new Parenting Project to help correct this situation. It gives parents of first-time juvenile offenders a choice -- participate in a parenting education program or face criminal prosecution.

2- Liability for Restitution, Fines, and Penalties. Starting on January 1, 1996 the California Welfare and Institutions Code will allow judges to order parents or guardians to pay up to \$25,000 to cover losses suffered by the victims of crimes committed by their minor children, and other fines and penalties that may be assessed against the minor. Furthermore, the future earning power of the parent, guardian, and minor can be considered in setting these liabilities.

3- Liability for Civil Damages. Under the California Civil Code parents or guardians are liable for civil damages of up to \$25,000 for any act of willful misconduct of a minor in their custody and control that results in injury or death to another person or in any injury to the property of another.

4- Civil Liability for Injury Caused by Firearms. The California Civil Code makes parents or guardians liable for injuries caused by the discharge of a firearm by a minor in their custody and control, where the minor was permitted to have the firearm or the firearm was left in a place accessible to the minor. Damages are limited to \$30,000 for injury to or death of one person, or \$60,000 for all persons in a single occurrence.

e. Restitution. One way for parents or guardians to avoid liability for the acts of their minor children in civil lawsuits is to work out an agreement for repayment of the victim's losses. This can be done by mediators who assist the victim and the youth in talking about the incident and its consequences, get the youth to take responsibility for his/her actions, and draft a realistic restitution agreement.

7. EMPLOYING CRIME PREVENTION MEASURES FOR SAFETY AND SECURITY

A great deal of crime prevention material is available at no charge at the local SDPD Storefronts and Satellite Offices. Pamphlets are available on home security, vehicle security, vacation safety and security, personal safety and security, senior safety and security, preventing crimes against businesses, preventing fraud and identity theft, reporting crime and suspicious activities, reporting suspicious activities for terrorism prevention, reporting disorder

and other problems, obtaining crime information, dealing with homeless people, and starting a Neighborhood Watch program. Visit these facilities and discuss your interests and concerns with the CRO, PSO, or VIP there.

Also visit the Crime Prevention and Education section of the Department's website at **www.sandiego.gov/police**. The SDPD has met its responsibility for making crime prevention information available. The payoff comes from using the information. That is a community responsibility. Not only will you help reduce crime by employing these crime prevention measures, you may also reduce your home and automobile insurance premiums. Call your insurance company about rate reductions for specific measures.

a. SDPD Services

Speakers on crime prevention for community and other meetings can be requested by calling the SDPD Neighborhood Policing Resource Team's Speakers Bureau at **(619) 446-1018** at least 20 days in advance to arrange for talks on topics such as auto theft, burglary, domestic violence, gangs, graffiti vandalism, narcotics, personal safety, robbery, sexual assault, and traffic.

Other SDPD services can be requested at the Storefronts and Satellite Offices. These include home and business security surveys, vacation house checks, and visits to homebound seniors.

b. Other Information Sources

A great deal of crime prevention material is now available on California's new website for crime and violence prevention at **www.safestate.org**. It contains facts, research, programs, resources, and events dealing with child

and elder abuse, domestic violence, substance abuse, gangs and youth violence, high-tech crimes, hate crimes, and others. Another good website is that of the National Crime Prevention Council at www.ncpc.org. Its section on Topics in Crime Prevention contains an extensive collection of crime prevention material for persons, residences, families, businesses, etc. that can be downloaded free.

8. KNOWING ABOUT CRIME AND DISORDER IN YOUR NEIGHBORHOOD

A first step you can take in addressing and solving crime and disorder problems in your neighborhood is to become informed about the kinds, frequencies, and locations of such incidents. A great deal of statistical and graphical information and about crime by neighborhood is now available on the Internet. Residence locations of registered sex offenders are also available. City public libraries have some summary statistical information as well as computer terminals for Internet access. Although comparable information on disorder is not available, the existence of graffiti, litter, abandoned vehicles, and other code violations should be obvious to concerned residents.

a. SDPD Website

The Crime Statistics and Maps section of the SDPD website at www.sandiego.gov/police contains the following crime data and a link to the San Diego County's Automated Regional Justice Information System (ARJIS) website:

- Numbers of FBI-index crimes (major types of violent and property crimes that affect the general public) and crime rates by neighborhood in the present year
- Numbers of index crimes and crime rates by neighborhood by year for the past three years
- Numbers of index crimes and crime rates for the entire city by year since 1950
- SDPD's top 10 most-wanted list
- The ARJIS website contains index-crime data for the past 9 years from which tables of crimes can be generated by time period and city. And for the City of San Diego tables can be generated for beats, command areas, service areas, council districts, and neighborhoods. It also contains Crime MAPS, as discussed below.

Information is also available on other police services and career opportunities. Anyone with a personal computer (PC) and modem with Internet access can obtain this information directly. Persons who do not have a PC can use the computer terminals available at all City public libraries.

b. Crime Mapping

The SDPD website link to the ARJIS website also enables one to generate maps of various crime, arrest and citation, and traffic collision locations in the past 12 months. Click on Crime MAPS (Mapping Application for Public Safety), read the disclaimer and background information file, and then specify a location, incident type(s), and time period. The location in a jurisdiction (city or neighborhood) can be an address, intersection, school, hospital, tourist attraction, or major shopping center. The area of interest about a location can range from 500 ft to

one mile. You can also specify a ZIP code. Incidents can be various crimes, arrests and citations, or traffic collisions. Any time period of 91 days or less in the past 12 months can be specified. Periods are defined by start and end dates, times of the day, and days of the week. A table showing the number of incidents in the specified area and time period, as well as a report listing the date and address (hundred block) of each incident can also be generated. You can also get to Crime MAPS directly by going to the ARJIS website at www.arjis.org.

c. Registered Sex Offenders

Information on registered sex offenders is available on California's Megan's Law website at <http://meganslaw.ca.gov>. You can search by name, address, city, ZIP code, county, parks, and schools, and obtain a map of approximate offender locations, or a list of offender names. The latter also provides pictures and personal profile information on the offenders. Although this information is updated frequently, its accuracy cannot be guaranteed. Offenders may have moved and failed to notify local law enforcement agencies as required

by law. And the locations of offenders without established addresses are not included.

Additional information about sex offenders can be obtained at SDPD Headquarters at 1400 E St. between the hours of 8 a.m. and 4 p.m. Monday through Friday. This database can be viewed by any California resident 18 years of age or older who has a California Drivers License or a Military ID, and no felony convictions. It can also be viewed by a minor accompanied by a parent or guardian. The database can be searched by ZIP code, county, or offender's name. It contains the registrant's picture, violations committed, tattoos, aliases, and the ZIP code of his/her residence.

d. Neighborhood eWatch

The SDPD's Neighborhood eWatch enables you to receive automatic e-mail alerts of recent crime activity that you select within a specified radius of any address or intersection in the City of San Diego. You can subscribe at no cost by going to <http://ewatch.sandiego.gov> and entering an address or intersection of interest and a radius about that point, selecting the crime types of concern, and providing your e-mail address. See the section on Frequently Asked Questions for more information, including definitions of the crime types.

9. ADDRESSING AND SOLVING COMMUNITY PROBLEMS

Individuals, community groups, and businesses can address and solve many types of crime and disorder problems on their own or jointly with the SDPD. Examples are given in this section to show how rental property owners and managers can stop illegal activities on their properties, tenants can improve the security and habitability of their rental units, community groups can clean up litter, trash, and pollution, etc. Communities can also take action against some of the root causes of crime by boycotting and picketing uncooperative businesses and landlords, and by holding job fairs and community events.

a. Illegal Activities on Rental Properties. The San Diego County Apartment Association (SDCAA) holds half-day *Drug and Crime-Free Housing* seminars twice a year that provide an in-depth look at crime and disorder situations encountered in the community, and present practical information on ways to prevent drug and other illegal activities on rental properties. Participants who complete the training receive certificates and Zero Drug Tolerance plaques and stickers. Call the SDCAA at **(858) 278-8070** for information about these seminars, participation in the California Apartment Association's Industry Standards Program, and other services available to rental property owners and managers on dealing with drugs, gangs, graffiti, etc.

b. Security of Rental Units. Landlords have a duty to provide adequate security for you and your property in rental units. If you think you need additional security, present your landlord with a written request that cites neighborhood crime data. Ways to obtain this data are discussed in Sec. 8 above. If the landlord refuses to improve security, you can call a Neighborhood House counselor at **(619) 263-7761**.

c. Habitability of Rental Units. Problems regarding habitability usually result from violations of the City's Housing and Building Codes. They should be reported to the Neighborhood Code Compliance Department at **(619) 236-5500**.

d. Litter, Trash, and Pollution. I Love a Clean San Diego (ILCSD) is a non-profit environmental organization that operates under contract with the City's Environmental Services Department to assist the City and the community in dealing with trash, litter, recycling, and other environmental problems, e.g., storm drain pollution. One of its functions is to help community groups plan, organize, and carry out cleanups of neighborhoods and certain public properties, e.g., alleys, canyons, and beaches. ILCSD will provide trash bags, dumpsters, publicity, and some volunteer helpers for your cleanups. It will also provide speakers and informational material on ways to protect the environment. Call ILCSD at **(619) 291-0103** regarding cleanups and at **(800) 237-2583** regarding recycling.

ILCSD also holds an annual Storm Drain Stenciling Day to educate the public about this pollution problem. The stencils include a likeness of a dolphin or duck and the phrase "*No Dumping, I Live Downstream.*" You can also call the City of San Diego's Solid Waste Enforcement Unit at **(858) 492-5055** to find out when special pickups of litter and other waste are planned in your neighborhood.

e. Inoperable Vehicles. There are several non-profit social service organizations you can call to have an inoperable vehicle you own removed from your property at no cost. One is the Children's Hospital and Health Center at (800) 544-5136.

f. Graffiti. Graffiti should be removed immediately. When allowed to remain, it is both a public nuisance and a magnet for more graffiti and other crimes. Information about dealing with graffiti can be obtained by calling the City's Graffiti Control Hotline at (619) 525-8522. Ways that retailers and community groups can help deal with graffiti are illustrated below.

1- Retailers. Local laws make it unlawful for any person to sell, exchange, give, or loan any aerosol paint cans or glass etching products to any minor unless that person provides for the supervision of the minor's lawful use of the product. The City's Municipal Code and Responsible Retailer Project suggest actions retailers can take to reduce theft and stop illegal sales to minors. Information about this Project can be obtained by calling the Graffiti Control Hotline.

2- Community Groups. Communities with a serious graffiti problem should consider forming a permanent organization to deal with the graffiti. One such organization is Project CLEAN. It has been in existence in City Heights since 1986 and has developed a wealth of experience in dealing with graffiti. It will provide advice to other groups regarding strategies and tactics for graffiti and litter removal, the kinds of paint and other substances to use for painting over or removing graffiti on various surfaces, how to get free paint, and ways to raise money for supplies. Call Project CLEAN at (619) 563-4014 for assistance.

g. Crime in General. Although they do not address and solve specific problems, many businesses and other organizations are active in crime fighting. One example is the San Diego Crime Commission. This independent non-profit organization is working to educate youth of the deadly trap of drugs, educate seniors of efforts to defraud them in various ways, and educate the general public about the nature of crime and what can be done about it. Its objectives are to report crime conditions, encourage communities and businesses to fulfill their responsibilities in crime control, serve as a media resource on crime matters, promote cooperation and coordination among justice agencies and law enforcement organizations, and review and propose new legislation that enhances law enforcement. It publishes a monthly newsletter and several other crime prevention and control programs. Call the Commission at (858) 297-7271 or view its website at www.sandiegocrimecommission.org for more information about its activities.

10. VOLUNTEERING SERVICES

The SDPD has a wide range of opportunities for volunteer work (without compensation) by community members. Opportunities for police-related work also exist in community organizations such as Neighborhood Watch that are recognized and supported by the SDPD. There are also many opportunities in various youth programs and groups that deal with specific problems.

Community groups can volunteer their services as well. They should contact the Community Relations Officer at their local SDPD Area Station to discuss how they can help to make Neighborhood Policing work in their community. In addition to volunteering services, businesses and other organizations are encouraged to make their facilities available for use by community groups for meetings and other events.

Many volunteer opportunities also exist in groups that deal with specific problems. The Community Relations Officer in your local SDPD Area Station can help you match your interests with the activities of these groups. If no group exists, you may want to start one yourself. Call the SDPD Neighborhood Policing Resource Team at (619) 446-1017 for information regarding community mobilizing.

a. SDPD Volunteer Programs. The SDPD's volunteer programs include the Volunteers in Policing (VIP), Retired Senior Volunteer Patrol (RSVP), Crisis Intervention, Cadet, Reserve Officer, and Intern programs.

1- Volunteers in Policing. VIPs form a core support group at every SDPD facility. They participate in clerical, administrative, technical, and professional activities. They assist in taking "cold" crime reports, fingerprinting,

staffing Storefronts and Satellite Offices, developing operations manuals, and carrying out various types of computer work. Call **(619) 446-1013** for more information about these VIP opportunities.

2- Retired Senior Volunteer Patrol. The RSVP is comprised of volunteers age 50 and older who patrol and observe neighborhoods, check homes of vacationing residents, visit homebound and isolated persons, conduct safety talks for school children and senior groups, issue citations for illegal parking in spaces for disabled persons, etc. RSVP personnel patrol in specially-marked police vehicles and carry police radios in the event police intervention is required. Call **(619) 446-1016** for further information about the RSVP program.

3- Crisis Intervention Team. These volunteers receive special training in crisis response techniques. At the request of officers or detectives, they respond to crisis incidents to assist persons who have been traumatized by a crime or other critical event. Interventionists provide immediate emotional support, referrals for longer-term needs, and information on resources for housing, food, legal, and other types of assistance. Their work enables officers and detectives to focus on their other duties. Call **(619) 446-1014** for further information about the Crisis Intervention program.

4- Cadets. This program is open to youths 16 to 20 years old who have a grade-point average of at least 2.5. It is designed primarily for those who are interested in a career in law enforcement. Youths who qualify receive uniforms and seven days of training in various aspects of police work. Cadets work on special details, e.g., traffic control at parades, ride along with patrol officers as observers, and assist officers in some non-enforcement tasks. Cadets also participate in various Department-sponsored recreational and social activities. Good performance in the program enhances a youth's chances of becoming a police officer. Call **(619) 531-2934** for more information about this program.

5- Reserves. This program is open to persons with full-time jobs who want to make San Diego a better place to live by becoming a reserve police officer. Reserve officers supplement and assist the SDPD at such times when additional police personnel are needed above and beyond those regularly employed as police officers. Persons who qualify for this program receive about 500 hours of training at the San Diego Regional Public Safety Training Institute over a period of about eight months. They also receive about 300 hours of field training and all necessary safety equipment. However, the officers must provide their own leather gear and uniforms and do not receive any monetary compensation other than an initial uniform reimbursement and a yearly uniform maintenance allowance. After their training reserve officers are expected to work at least 24 hours a month and attend monthly training meetings. Persons interested in this program should contact the SDPD Reserve Program at **(619) 531-2493**.

6- Interns. This program provides qualified students with practical working experience that complements their academic course work as well as course credit. It also provides the City with an opportunity to involve students in various aspects of police work. Interns work in Crime Analysis, Juvenile Administration, Crime Laboratory, and other units. Intern durations are limited to one year. The hours are flexible. Students interested in this program should contact the SDPD Human Resources at **(619) 531-2126**.

b. SDPD-Recognized Community Groups. Two community groups that are recognized and supported by the SDPD are Neighborhood Watch and San Diegans United for Safe Neighborhoods.

1- Neighborhood Watch. Neighborhood Watch is a police/community crime prevention and problem solving partnership that has been successful in reducing many types of neighborhood crime. Individuals are trained to recognize and report suspicious activities, to identify and solve community problems, and to protect themselves, their property, and their families against crime and disorder. (It is not neighborhood guard duty.) Those interested can join an existing group or help form a new group. Information is available at all SDPD Storefronts and Satellite Offices.

Neighborhood Watch is not limited to individuals in a neighborhood. Businesses in a neighborhood or a shopping center can organize groups as well to deal with their special problems.

2- San Diegans United for Safe Neighborhoods. This non-profit, public-benefit corporation was organized in 1990 to help residents of the Mid-City area deal with various crime issues, and promote neighborhood pride and

protection. It sponsors local Neighborhood Watch groups and publishes the *Adams Avenue Herald*. This paper contains community and crime prevention information for the University Heights, Normal Heights, and Kensington communities. Call **(619) 282-7741** for more information about this group.

c. Youth Programs. There are many youth programs that depend on support by volunteers. One example is the STAR/PAL program described in Sec. 6.a, which relies heavily on volunteers to staff its programs. Call the STAR/PAL Office at **(619) 531-2718** for more information.

11. COMMENTING ON SDPD PERSONNEL PERFORMANCE IN NEIGHBORHOOD POLICING

Individuals, community groups, and businesses can provide a useful service by providing comments, favorable as well as unfavorable, on the performance of SDPD personnel in their practice of Neighborhood Policing. These comments should be directed to the Division Captain at your local SDPD Area Station. They will help supervisors assess the strengths and weaknesses of their team members, and determine future training needs. Comments about outstanding performance are considered in evaluations and promotions, and thus are greatly appreciated by SDPD personnel.

IV. CONCLUDING REMARKS

Even though the SDPD is a nationally-recognized leader in Neighborhood Policing, lasting solutions to San Diego's crime and disorder problems will not come from the best efforts of the SDPD alone. All elements of the City have certain responsibilities and must work together on these problems if San Diego is really to be "America's Finest City." The definition and discussion of the responsibilities of individuals, community groups, and businesses presented in this document is a first step in attaining this goal.

SDPD FACILITIES

(Current as of February 20, 2009. Call the Area Stations for latest locations and phone numbers.)

Area Station/Facility	Address	Phone
Central Division	2501 Imperial Ave. SD 92102	(619) 744-9500
Balboa Park Storefront	1549 El Prado SD 92101	(619) 685-8206
Eastern Division	9225 Aero Dr. SD 92123	(858) 495-7900
Mid-City Division	4310 Landis St. SD 92105	(619) 516-3000
Adams Ave Satellite	3905 Adams Ave. SD 92116	(619) 531-2383
East San Diego Community Relations Storefront	4710 College Ave. SD 92115	(619) 515-2733
Multi-Cultural Community Relations Office	5348 University Ave. Ste. 100 SD 92105	(619) 531-1590
Northeastern Division	13396 Salmon River Rd. SD 92129	(858) 538-8000
Diamond Gateway Storefront	14125 Cuca St. SD 92129	(858) 538-8090
Mira Mesa/Scripps Ranch Storefront	8450 Mira Mesa Blvd. Ste. A SD 92126	(858) 538-

8120

Rancho Bernardo Satellite 17110 Bernardo Center Dr. 2d Floor SD 92128 (858) 538-8146

Northern Division 4275 Eastgate Mall SD 92037 (858) 552-1700

Beach & Bay Community Storefront 4439 Olney St. SD 92109 (858) 581-9920

Clairemont Community Storefront 4731 Clairemont Dr. SD 92117 (858) 581-4123

Northwestern Division 12592 El Camino Real SD 92130 (858) 523-7000

Southeastern Division 7222 Skyline Dr. SD 92114 (619) 527-3500

Paradise Hills Satellite 6919 Paradise Valley Rd. Ste. 9 SD 92139 (619) 527-3541

Southern Division 1120 27th St. SD 92154 (619) 424-0400

Border District Storefront 663 E. San Ysidro Blvd. SD 92173 (619) 424-0460

Traffic Division 9265 Aero Dr. SD 92123 (858) 495-7800

Western Division 5215 Gaines St. SD 92110 (619) 692-4800

Peninsula Community Relations Office 3750 Sports Arena Blvd. Ste 3 SD 92110 (619) 531-1540

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